



**Pacific Gas and
Electric Company®**

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NEWS

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**PACIFIC GAS AND ELECTRIC COMPANY OFFERS RELIEF TO CUSTOMERS
WITH HIGH BILLS AFTER HEAT STORM**

Utility Increases Funding to REACH Program and Offers Flexible Payment Arrangements

SAN FRANCISCO – Pacific Gas and Electric Company announced today that it is expanding payment assistance programs to help customers manage their bills after triple-digit temperatures scorched most of California over the past 10 days. PG&E will increase funding to its Relief for Assistance through Community Help (REACH) program as well as provide more flexible payment arrangements to aid customers with their higher bills.

“We are sensitive to the fact that our customers will see higher bills after enduring this long heat wave,” said Helen Burt, senior vice president and chief customer officer for PG&E. “We understand that some customers might have difficulty paying these bills and want to offer more assistance to these customers in need.”

To assist our low-income customers, PG&E is committing an additional \$100,000 in funding to the REACH program. The REACH program provides grants of up to \$300 dollars to help our customers who are in jeopardy of losing their utility service because of a sudden or unplanned hardship. PG&E realizes that many of our customers, particularly those that are senior, disabled or terminally ill, will be impacted by this heat storm. We are happy to pledge an additional \$100,000 to help them through this difficult time.

PG&E is also offering more flexible payment arrangements. Customers who are having difficulty paying an unusually high bill due to the hot weather can have their next payment spread out over time. In addition, PG&E’s Balanced Payment Plan averages monthly energy costs within the last 12 months to eliminate big swings in payments for your home or business. Customers can call PG&E’s customer service line at 1-800-PGE-5000 to work out a payment plan.

- 30 -

**For more information about PG&E’s REACH and Balanced Payment plans, please visit
our website at www.pge.com**